

TEAMSpirit Newsletter

Shelton State Community College

Special points of interest:

- Connections and Facilitator Training Planned
- Relay for Life Success Story
- TQM Class Ready to Serve
- Team Scoreboard
- Gearing Up for Gold
- TQM Tools: The Fishbone (Cause and Effect) Diagram

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SI Team 4 finishes 1st in "laps run" in the American Cancer Society's Annual Relay for Life

QC PLANS CONNECTIONS

Dr. Randy Jarrell has agreed to offer *Connections*, a Quality Service Training Program by Noel-Levitz Centers, Inc., on two Friday mornings during second split term. If you are interested in "getting connected" contact Kim Smith at 391-2446.

The Quality Council continues to meet through the summer. We are planning to send some folks to Steven Covey Facilitator Training in July. Most of our facilitators, that were trained in the original training, have retired. We would like to have two facilitators trained for each team.



Dr. Rick Rogers presents Eamon (TC) Cravens a TQM graduation

Congratulations to Team 4 for their work on the Cancer Relay, they had the most laps walked as well as won third place for their booth. The New Orleans Theme was great! And congratulations to Michael Carr on the birth of his new daughter.

"ALL THAT JAZZ" FOR SI Team 4

SI Team 4 "jazzed up" the American Cancer Society's Relay for Life fundraiser this year with a New Orleans theme titled "**Cancer Is Not The Big Easy**" and a theatre-style set designed by Michael Carr. The stage included hurricane punch, beads, lights, a jazz ensemble, a "hugs and kisses" booth, and New Orleans style regalia. SI Team 4 led all other teams in "number of laps run" and finished third in the campsite competition.

Special thanks to Dr. Rick Rogers and the Foundation for providing team-wear T-shirts, Bill Langston and the Alabama Fire College for being our sponsor, Michael Carr and the Theatre Department for stage design, props, and costumes, John Speights and Lyda Black for cooking the burgers, the Nursing Department for bringing the cake, Milady Murphy (vocals) and Kenny Smitherman (piano) for providing a jazz ensemble, the "Low Light Band" with Chase Delbridge and Justin Sansom (vocals and guitar), Drew Shell-nut (bass guitar), and Trey Green (drummer) for providing live "rock" entertainment, and all the volunteer walkers/runners who supported the effort.



GETTING TO KNOW YOUR SI Teams

In each edition of the Newsletter we will provide information on one featured SI Team. If you are TQM trained and interested in becoming a member, please contact the Team Leader.

SI Team # 2: Customer and Student Service(s)

Purpose: Responsible for the continuous improvement of selected processes and services that deal primarily with customer and student service(s) (i.e., traditional student services such as recruiting, financial aid, admissions and records, registration, counseling, athletics, student organizations, bookstore and other customer services such as the mailroom services, copier services, food service, etc.)

Team Leader: Betty Brown

Members: Philip Coleman, Margie Falls, Shirley Johnson, Judy Johnson, Bonnie Sabbagh, John Speights, Patrice Thomas, Fran Viscelli, Carolyn Beckman, and Darrell Wright

at-large members

Facilitator(s): Vacant **Mentor(s):** Humphrey Lee, Diane Layton, and Susan Mohun

*"TQM is anchored
in values that stress
the dignity of the
individual and the
power of
community action."*

*—from Quality is Personal by
Harry Roberts and Benard
Sergesketter*

SI TEAM 5 IS GROWING

The months of May and June have been exciting ones for SI Team 5. We have added a new Team member, Anita Headley, and one of our current members, Nellie Christian, gave birth to a beautiful baby girl, Reagan, just a few weeks ago. We are making preparations for our part in Quality Month, including an idea to do dips at the Teams who Cook event. We also plan to use the PIF regarding Bookstore hours as our submission for the Quality Award this year. Finally, we took a picture with our 2000-2001 TEAMSpirit Award, which we received in April at the Faculty Luncheon, for producing the most quality points in 2001.

SI Team 1 Addresses Student Attendance

Recently, the college's attendance policy had to be redesigned on very short notice due to the Alabama State Board of Education's new policy that prohibits assigning a grade of "F" based on the number of student absences. To address this issue, a group of faculty members volunteered to serve as an action group to formulate a recommendation. The action group needed prompt but thoughtful input on their recommendation. They consulted SI Team 1, co-chaired by Rick Saylor and JoeAnn Cousette. "The discussion from members of Team 1 was crucial to fine-tuning the recommendation," according to Camille Cochrane, Dean of Instruction. Thanks to the contributions and quick response from Team 1, all deadlines were met and the departments of the college had the opportunity for input. The newly adopted policy became effective during the 2002 spring semester.

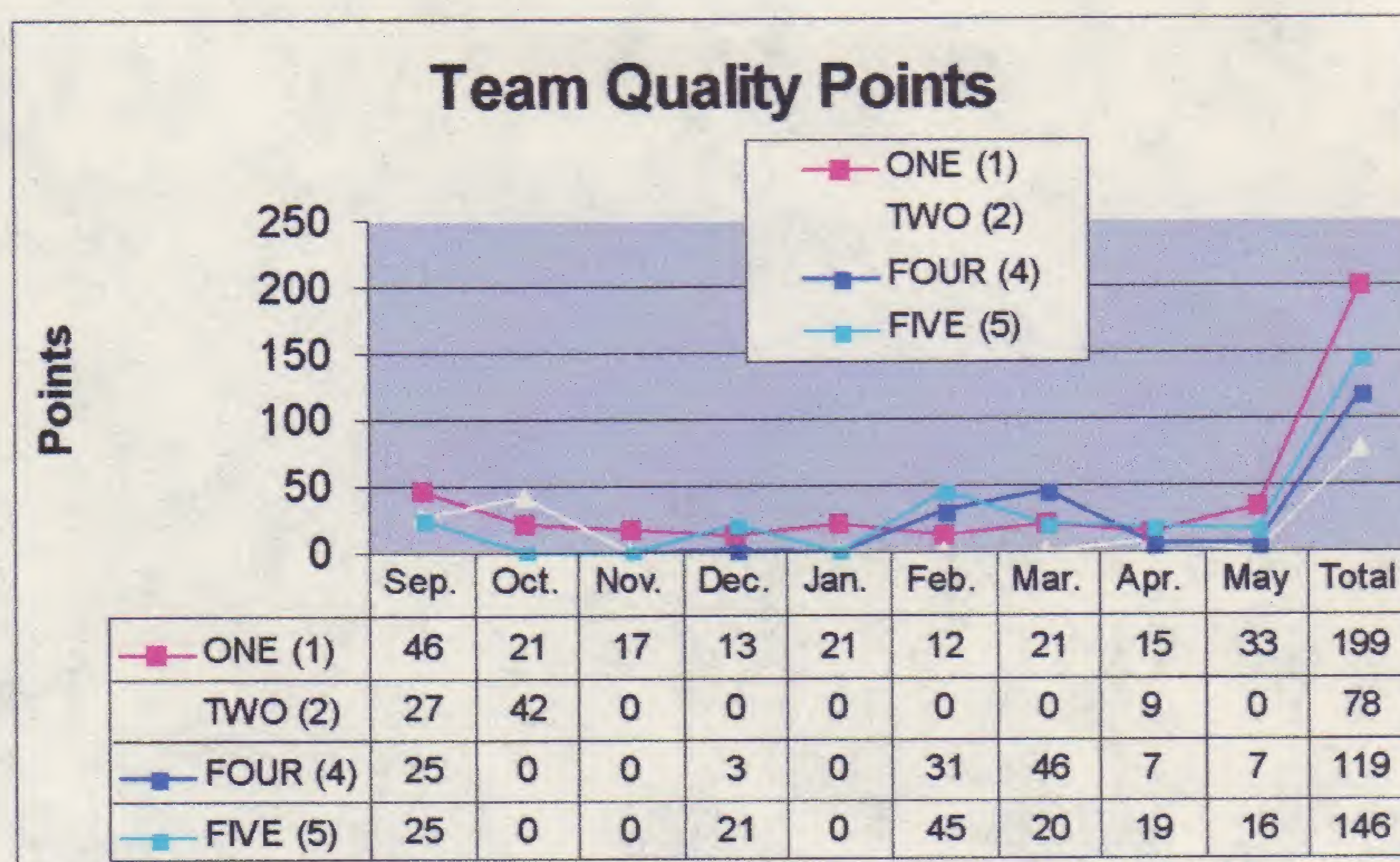
SPRING TQM CLASS READY TO "MAKE A DIFFERENCE"

Eleven (11) members of the Spring TQM Class are ready to take their place of service among the College's teams. Graduates were: Todd Kirby, Susan Looney, Beth Murphy, Sadie Page, Lois Griffin, Maggie Haughton, Earmon Cravens, Betty O'Dell, Kelly Lancaster, Anita Headley, and Tamisha Hannah.



L to R: Todd Kirby, Beth Murphy, and Tamesha Hannah

Shelton
News



*"Coming together
is a beginning;
keeping together is
progress; working
together is success."*

---Henry Ford

QUALITY MONTH - GEARING UP FOR GOLD



SARAH PATTERSON

The Quality Month team continues to move ahead with plans for the 50th Anniversary Jubilee celebration. This year's Quality Month theme is "Go For The Gold" in recognition of our golden anniversary as a college. Plans include a "Breakfast of Champions" featuring Sarah and David Patterson, U of A Gymnastics coaches; "Teams Who Cook" luncheon; Stars Fell on Alabama Talent Show; outdoor 'Games & Things' and the dynamic duo of Alan Mallory and

Martha Ann Hill featuring stand-up comedy routines.

Negotiations are also underway to schedule Vonetta Flowers, winner of the Gold Medal in the Winter Olympics in the 2-person bobsled event. Vonetta was recently selected by PEOPLE magazine as one of its "50 most beautiful people." We hope that Vonetta will be able to attend.

This year's activities promise to be the best ever with something for everyone.



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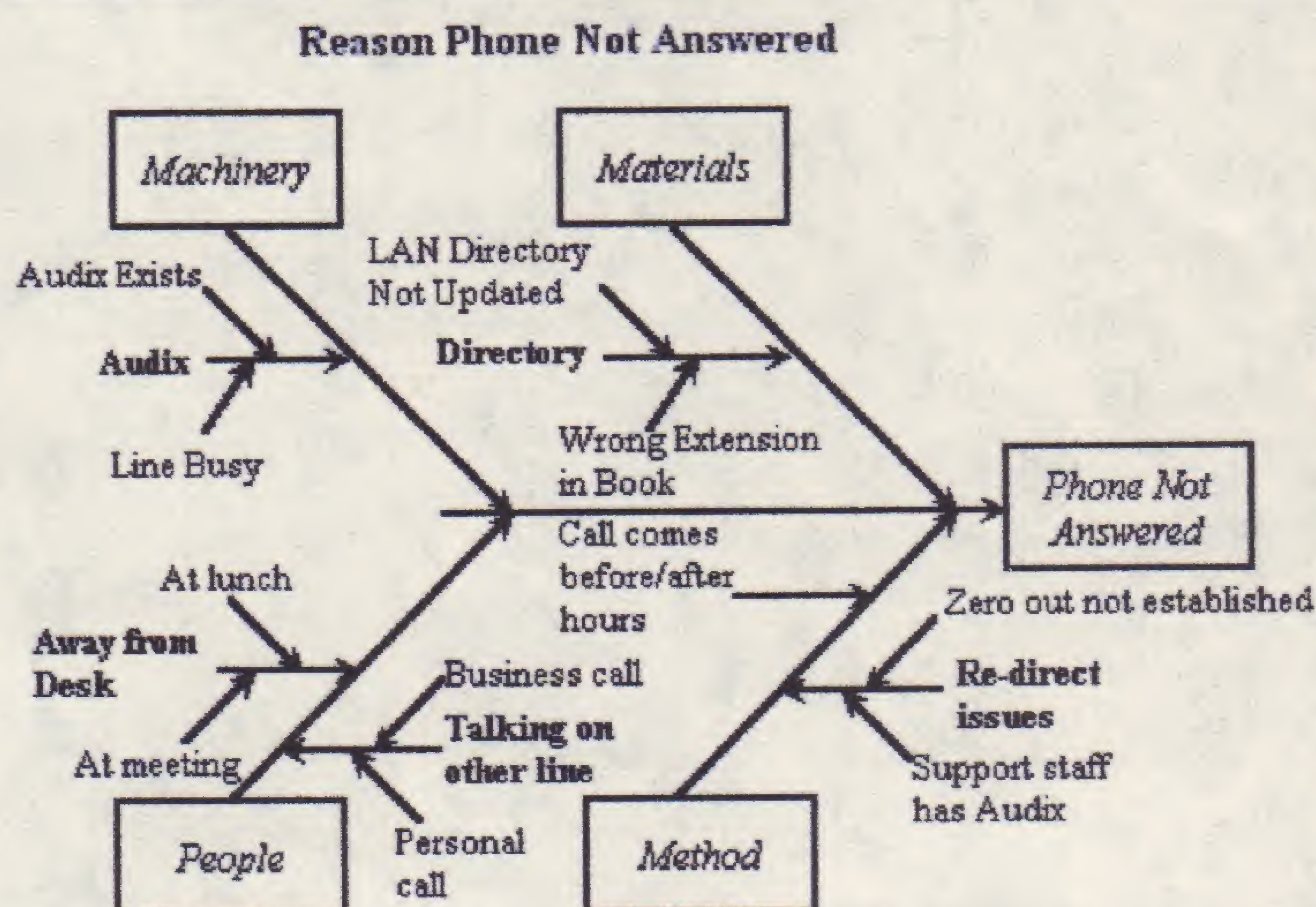
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WE MOVE THE CHEESE !

CONSTRUCTING A FISHBONE (CAUSE AND EFFECT) DIAGRAM:



Basic Steps:

1. Draw the fishbone diagram....
2. List the problem/issue to be studied in the "head of the fish".
3. Label each "bone" of the "fish". The major categories typically utilized are:

■ The 4 M's: Methods, Machines, Materials, Manpower

■ The 4 P's: Place, Procedure, People, Policies

■ The 4 S's: Surroundings, Suppliers, Systems, Skills

Note: You may use one of the four categories suggested, combine them in any fashion or make up your own. The categories are to help you organize your ideas.

4. Use an idea-generating technique (e.g., brainstorming) to identify the factors within each category that may be affecting the problem/issue and/or effect being studied. The team should ask... "What are the machine issues affecting/causing..."
5. Repeat this procedure with each factor under the category to produce sub-factors. Continue asking, "Why is this happening?" and put additional segments each factor and subsequently under each sub-factor.
6. Continue until you no longer get useful information as you ask, "Why is that happening?"
7. Analyze the results of the fishbone after team members agree that an adequate amount of detail has been provided under each major category. Do this by looking for those items that appear in more than one category. These become the "most likely causes".
8. For those items identified as the "most likely causes", the team should reach consensus on listing those items in priority order with the first item being the most probable cause.